



World Class Quick Service Restaurant Systems

Privacy Policy

2022

Abcom Pty Ltd
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OVERVIEW

The Abcom Privacy Policy (hereafter referred to as “the policy” or “this policy”) details all aspects of how Abcom Pty Ltd uses data provided by access to our public facing systems (such as our websites) or by access to our private commercial systems as a paying customer.

This policy is designed to protect the company and its employees, achieve compliance with necessary certifications and to provide assurance to customers that data shared with us is used in a fair, transparent and consistent manner.

1. RESPECT OF YOUR PRIVACY

- 1.1 Abcom Pty Ltd (referred to in this policy as “we”, “us” or “our”) is committed to safeguarding the personal information of customers (referred to in this policy as “you” or “your”) of our services or website.
- 1.2 "Personal information" is defined as information we hold which is identifiable as being about or belonging to you (or an entity for which you are accountable) which you share with us.
- 1.3 This policy defines how we collect, use and protect your personal information in adherence to the Australian Privacy Act 1988 (Cth).
- 1.4 This enforcement of this policy is conducted by us through additional internal policies where required.

2. COLLECTION OF PERSONAL INFORMATION

- 2.1 We may receive and store personal information you have provided to us directly or indirectly.
- 2.2 Personal information may be comprised of, but not limited to, your name, contact details, location, feedback, personal or business affairs, preferences, financial or credit card information, communication, databases as reasonably determined by what services or products are extended to you.
- 2.3 We reserve the right to collect additional personal information as necessary to provide services to you that you have requested.
- 2.4 We take no responsibility for ensuring that your personal information shared with is legally yours to share.

3. HOW WE COLLECT PERSONAL INFORMATION

- 3.1 We collect personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website, products or when we provide our services to you.
- 3.2 We may also receive personal information from third parties regarding you.

4. USE OF PERSONAL INFORMATION

- 4.1 Our employees and officers use personal information to conduct normal business services you request or develop its products you are licensed to use.
- 4.2 We reserve the right to use your personal information to contact you to provide you with updates regarding our products and services.
- 4.3 We reserve the right to use your personal information to notify you of new products, services and opportunities available to you. You may elect to not receive such notifications at any time by writing to us.
- 4.4 We may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail as detailed in your personal information.
- 4.5 We may disclose personal information to additional third party professionals, suppliers or subcontractors insofar as reasonably necessary when it is required for the delivery of services.
- 4.6 We may, as required by Australian law, need to disclose personal information to government law enforcement agencies to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 4.7 We may use your personal information, when and as necessary, to protect our intellectual property, copyright, trademarks, legal rights, property, employees, customers or third parties.
- 4.8 We may use your personal information, when and as necessary, to verify you or your business is a valid entity through relevant government and/or industry regulatory body checks so that we may legally conduct business as required for the delivery of service.
- 4.9 Whilst our systems store personal information within the jurisdiction of Australia, from time to time personal information be stored, processed in or transferred between parties located in countries outside of Australia to meet the requirements of clauses 4.5 and 4.6.
- 4.10 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 4.11 By providing us with personal information, you consent to the terms of this policy and the types of disclosure covered by this policy. Where we disclose your personal information to third parties, we will request that the third party follow this policy regarding handling your personal information.

6. SECURITY OF PERSONAL INFORMATION

- 5.1 We are committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- 5.2 We may collect and store personal information from you in the form of "cookies" via our website(s). Cookies are referred to as a "client side" technology and as such are stored on your personal computer system or device. We cannot assure your personal computer system or device is secure unless we have expressly been tasked to assure so by means of a paid security environment management and auditing service.
- 5.3 We may collect and store personal information from you in the form of "local databases". Local database are referred to as a "client side" technology and as such are stored on your personal computer system or device. Whilst we undertake every reasonable effort to ensure personal information stored in a local database is encrypted and/or secured at a data level, we cannot assure your personal computer system or device is secure unless we have expressly been tasked to assure so by means of a paid security environment management and auditing service.
- 5.4 Personal information transmitted to us from our software that you use is secured where necessary to prevent unauthorised access mid-transit, however the transmission of personal information to us conducted by you or by providing emergency technical support to you is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us and you take responsibility for your own personal information security in all instances of supplying personal information to us in these circumstances.
- 5.5 Although we take every reasonable measure to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this policy.
- 5.6 In the instance that we suspect your personal information may have been exposed or compromised in a manner that is inconsistent with this policy, we shall contact you and the relevant government authorities as necessary.
- 5.7 Our website(s) and products may, from time to time, have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party resources do not constitute sponsorship or endorsement or approval of these websites and we cannot be held responsible for the privacy practises of other such third party resources. We encourage you to be aware, when you access any such third party resource, to read the privacy statement (or equivalent) of that third party resource and how it relates to and handles personal information.

7. ACCESS TO PERSONAL INFORMATION

- 6.1 You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at support@abcom.com.au
- 6.2 We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

8. COMPLAINTS ABOUT PRIVACY

- 7.1 If you have any complaints about our privacy practices, please feel free to send in details of your complaints to P.O Box 1421, Mudgeeraba, Mudgeeraba 4213, Australia. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

9. CHANGES TO THIS PRIVACY POLICY

- 8.1 Please be aware that we may change this policy in the future. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board.
- 8.2 It is your responsibility as a website user or customer (prospective or current) to check back from time to time to review this policy.